



**Australian Government**

**Assessment Requirements for MSFBA3009  
Provide advice to customers on blinds and  
awnings**

**Release: 1**

# **Assessment Requirements for MSFBA3009 Provide advice to customers on blinds and awnings**

## **Modification History**

Release 1 - New unit of competency

## **Performance Evidence**

- Identify products and materials used in blinds and awnings manufacturing
- Conduct meetings and presentations
- Assess and report on customer satisfaction
- Analyse sales and product development data
- Complete workplace documentation
- Deal effectively with customers by:
  - speaking clearly and directly
  - applying effective listening techniques
  - asking questions to gain information
- Advise customers on at least three (3) occasions involving a range of material, style and colour selections
- Communicate ideas and information to enable confirmation of work requirements and specifications and the reporting of work outcomes and problems, interpret basic plans and follow safety procedures
- Avoid backtracking, work flow interruptions or wastage
- Work with others and in a team by recognising dependencies and using cooperative approaches to optimise work flow and productivity

## **Knowledge Evidence**

- State or territory WHS legislation, regulations, standards and codes of practice relevant to blinds and awnings manufacturing and installation
- Organisational and site standards, requirements, policies and procedures for providing advice to customers
- Interpretation of plans and work sheets
- Colour coordination and matching
- Fabric and material types and their application
- Suitable applications of the various styles of blinds and awnings
- Organisation's products and services
- Principles and techniques of public relations and product promotion
- Strategies for planning and monitoring activities
- Consultation methods, techniques and protocols
- Terms used to describe components of blinds and awnings

- Procedures for the recording, reporting and maintenance of workplace records and information
- Mathematical techniques for estimation and measurement of materials

## Assessment Conditions

- Assessors must:
  - hold training and assessment competencies as determined by the National Skills Standards Council (NSSC) or its successors
  - have vocational competency in the furnishing industry at least to the level being assessed with broad industry knowledge and experience, usually combined with a relevant industry qualification
  - be familiar with the current skills and knowledge used and have relevant, current experience in the furnishing industry.
- Assessment methods must confirm consistency of performance over time rather than a single assessment event and in a range of workplace relevant contexts.
- Assessment must be by observation of relevant tasks with questioning on underpinning knowledge and, where applicable, multimedia evidence, supervisor's reports, projects and work samples.
- Assessment is to be conducted on single units of competency or in conjunction with other related units of competency. Foundation skills are integral to competent performance in the unit and should not be assessed separately.
- Assessment must occur on the job or in a workplace simulated facility with relevant process, equipment, materials, work instructions and deadlines.
- Access is required to a location relevant to providing advice to customers; and workplace practices, including standard documentation and procedures for customer service.

## Links

Companion Volume implementation guides are found in VETNet -  
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>